

KPMG Consulting - Verizon Responses regarding New Jersey Exception Report # 15

Exception #:	15
Component:	The testing of Verizon New Jersey (Verizon-NJ) CSR Accuracy by KPMG Consulting has resulted in a 18.2% error rate.
Domain:	POP
Date Uncovered by KPMG:	1/12/01
Date VERIZON Received:	1/15/01
Date VERIZON Responded:	1/23/01
KPMG Summary Statement	Findings from this test indicate that Verizon is not meeting required minimum standards of accuracy for updated CSRs, resulting in damage to the CLEC-customer relationship due to unmet customer expectations. CLECs cannot expect to satisfy and maintain customers when resale and UNE-P CSRs have a 18.2% error rate, far in excess of the 5% error rate allowed.
KPMG Consulting Response:	<p><u>KPMG Consulting's 3/22/01 Reply to Verizon's 1/23/01 Response</u></p> <p>As a result of the remedial action taken, including additional training and an emphasis on accuracy, stated by Verizon-NJ's response, KPMG Consulting is closing this exception.</p> <p>To support this closure, KPMG Consulting collected additional data and examined the accuracy of CSR's requiring updating following recent service order activity. KPMG Consulting investigated 79 CSR's, with 1 failure, resulting in a 1.3% failure rate. The recalculation of this failure rate concludes Verizon-NJ has met the performance standard of less than a 5% error rate.</p> <p>Based on this analysis and the recalculation of the failure rate associated with the analysis, KPMG Consulting is closing this exception for testing purposes.</p>
VERIZON Response:	<p><u>Verizon's 1/23/01 Response to Exception</u></p> <p>Items 1-17</p> <p>Verizon agrees that the ESX [call waiting] USOC is on each of the CSRs for the circuits in question due to service order errors made by TISOC representatives. The representatives failed to remove the ESX USOC when issuing the service orders.</p> <p>Items 1, 12-14, and 16 are the same PONS and same issue previously detailed in NJ Exception 6.</p> <p>Items 18-20</p>

Verizon agrees that the CSRs for each of these circuits' shows the old telephone number referenced following the SRPAN and UROR1 USOCS due to errors made by a TISOC representative. The representative issued the service orders incorrectly by failing to change the telephone number in the field immediately following the SRPAN and UROR1 USOCS, to the new telephone number.

Verizon detailed several corrective actions made to improve service order quality in its response to NJ Exception 6, which directly correlates to this exception. Substantial improvements have since been realized due to these initiatives.

TISOC management has reviewed each of the errors above with the representatives responsible for the errors.